



Information Technology

E-Government • E-Commerce

April 2009



Computer consultant Jerry Askew shows a digital photo frame at Askew Network Solutions in Granada Hills, Calif., Thursday, Feb. 7, 2008. The frame, bought at a Target, tried to load 4 different Trojan viruses into his computer. A string of popular gadgets, from iPods to hard drives to GPS car navigation systems, have been infected with viruses during manufacturing over the past two years, exposing thousands of people to the most unexpected computer attack of all: one that sneaks in through a shrink-wrapped package straight from the factory.



Close up view of the new Apple iPod Shuffle, right, with the iPod Classic, left, at an Apple store in Palo Alto, Calif., Thursday, March 12, 2009.

Assistant Attorney General Gene Fishel, chief of the computer crimes section in the Virginia attorney general's office, talks to students in Shari Hayward's business and information class at James River High School on Tuesday, Feb. 12, 2008, in Chesterfield, Va.



"Let us be the generation that reshapes our economy to compete in the digital age. Let's set high standards for our schools and give them the resources they need to succeed. Let's recruit a new army of teachers, and give them better pay and more support in exchange for more accountability. Let's make college more affordable, and let's invest in scientific research, and let's lay down broadband lines through the heart of inner cities and rural towns all across America."

*– Barack Obama, Springfield, IL
February 10, 2007*

President Obama and Vice President Biden understand the immense transformative power of technology and innovation and how they can improve the lives of Americans. They will work to ensure the full and free exchange of information through an open Internet and use technology to create a more transparent and connected democracy. They will encourage the deployment of modern communications infrastructure to improve America's competitiveness and employ technology to solve our nation's most pressing problems -- including improving clean energy, healthcare costs, and public safety.

<http://www.whitehouse.gov/agenda/technology/>

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PANEL DISCUSSES EMERGING MEDIAL MODEL FOR INTERNATIONAL NEWS COVERAGE. Broadcasting Board of Governors. December 10, 2008. 09AD290

As mainstream media retrenches from international news coverage, a new breed of citizen journalist is stepping in to fill parts of the void. Armed with cell phones, text messages, small digital cameras and blogs, citizen journalists can broadcast information from places the mainstream media simply isn't any more. These new voices present a variety of challenges and opportunities to the free flow of information.

<http://www.bbg.gov/pressroom/pressreleases-article.cfm?articleID=333>

[HTML format, various paging]

SPENDING ON CELL PHONE SERVICES HAS EXCEEDED SPENDING ON RESIDENTIAL PHONE SERVICES. Bureau of Labor Statistics, U.S. Department of Labor. Web posted January 29, 2009. 09AD499

Data from the Bureau of Labor Statistics (BLS) show that cellular phone expenditures increased rapidly from 2001 through 2007. Cellular phone expenditures surpassed spending on residential landline phone services beginning in 2007. Expenditures for residential phone services per consumer unit decreased from \$686 to \$482 over that period, a decrease of 30 percent.

<http://www.bls.gov/cex/cellphones2007.htm>

[HTML format, various paging]



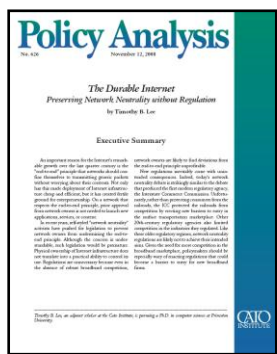
RURAL BROADBAND AT A GLANCE: 2009 EDITION. U.S. Department of Agriculture. March 2009. 09AD758

Three-quarters of U.S. residents used the Internet to access information, education, and services in 2007. Broadband Internet access is becoming essential for both businesses and households; many compare its evolution to other technologies now considered common necessities, such as cars, electricity, televisions, microwave ovens, and cell phones. Although rural residents enjoy widespread access to the Internet, they are less likely to have high-speed, or broadband, Internet access than their urban counterparts. Circumstantial evidence suggests that the difference in access may lie in the higher cost and limited availability of broadband Internet in rural areas.

<http://www.ers.usda.gov/Publications/EIB47/EIB47.pdf>

[PDF format, 6 pages]

THINK TANKS AND INTERNATIONAL ORGANIZATIONS



2007 CIRCUMVENTION LANDSCAPE REPORT: METHODS, USES, AND TOOLS. Hal Roberts, Ethan Zuckerman, and John Palfrey. The Berkman Center for Internet & Society, March 05, 2009

As the Internet has exploded over the past fifteen years, recently reaching over a billion users, dozens of national governments have tried to control the network by filtering out content objectionable to the countries for any of a number of reasons. A large variety of different projects have developed tools that can be used to circumvent

this filtering, allowing people in filtered countries access to otherwise filtered content.

In this report, the authors describe the mechanisms of filtering and circumvention and evaluate ten projects that develop tools that can be used to circumvent filtering. These tools were evaluated in 2007 -- using both tests from within filtered countries and tests within a lab environment -- for their utility, usability, security, promotion, sustainability, and openness. The report was completed in 2007 and released to a group of private sponsors. Many of the findings of the report are now out of date, but we present them now, as is, because we think that the broad conclusions of the report about these tools remain valid and because we hope that other researchers will benefit from access to the methods used to test the tools.

http://cyber.law.harvard.edu/sites/cyber.law.harvard.edu/files/2007_Circumvention_Landscape.pdf



ENHANCING CHILD SAFETY & ONLINE TECHNOLOGIES. Internet Safety Technical Task Force. January 13, 2009 09AD403

The scope of the Task Force's inquiry was to consider those technologies that industry and end users, including parents, can use to help keep minors safer on the Internet.

http://cyber.law.harvard.edu/sites/cyber.law.harvard.edu/files/ISTTF_Final_Report.pdf

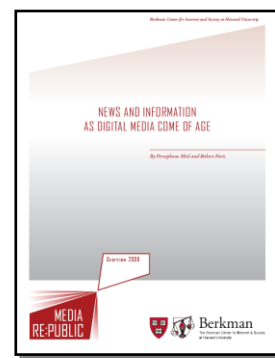
[PDF format, 278 pages]

MEDIA RE:PUBLIC: NEWS AND INFORMATION AS DIGITAL MEDIA COME OF AGE. Berkman Center for Internet & Society, Harvard University. Web posted December 18, 2008. 09AD321

This is a series of papers exploring the potential and the challenges of the emerging networked digital media environment.

<http://cyber.law.harvard.edu/pubrelease/mediarepublic/downloads.html>
[HTML format with links to PDF files]

http://cyber.law.harvard.edu/sites/cyber.law.harvard.edu/files/Overview_MR.pdf Overview Paper. [PDF format, 52 pages]



THE DURABLE INTERNET: PRESERVING NETWORK NEUTRALITY WITHOUT REGULATION. Timothy B. Lee. CATO Policy Analysis no. 626, November 12, 2008

An important reason for the Internet's remarkable growth over the last quarter century is the "end-to-end" principle that networks should confine themselves to transmitting generic packets without worrying about their contents. Not only has this made deployment of internet infrastructure cheap and efficient, but it has created fertile ground for entrepreneurship. On a network that respects the end-to-end principle, prior approval from network owners is not needed to launch new applications, services, or content.

In recent years, self-styled "network neutrality" activists have pushed for legislation to prevent network owners from undermining the end-to end principle. Although the concern is understandable, such legislation would be premature. Physical ownership of internet infrastructure does not translate into a practical ability to control its use. Regulations are unnecessary because even in the absence of robust broadband competition, network owners are likely to find deviations from the end-to-end principle unprofitable.

<http://www.cato.org/pubs/pas/pa-626.pdf>



A PLAN TO EXTEND SUPER-FAST BROADBAND CONNECTIONS TO ALL AMERICANS. Century Foundation. John Windhausen, Jr. Web posted January 29, 2009. 09AD549

Few doubt that broadband communications are increasingly vital to our social and economic well-being. The universal availability of affordable high-speed access to the Internet has become essential not only for business, but also for public safety, research, education, health care, and protecting the environment. Broadband communications are the future, yet the U.S. government has no national broadband policy, and does not treat broadband as a form of infrastructure and does not regard broadband as an "essential" service. The U.S. currently lags behind other nations both in terms of connection speeds and the number of citizens who have access to broadband.

<http://www.tcf.org/Publications/mediapolitics/windhausen.pdf> [PDF format, 32 pages]

ONE THIRD OF EUROPEAN MOBILE SOCIAL NETWORKING USERS ACCESS SOCIAL MEDIA EXCLUSIVELY. comScore. January 29, 2009. 09AD486

The comScore, Inc. reports that social networking is drawing new users into the mobile Web. In November, 34 percent of mobile phone owners in Western Europe who visited social networking sites accessed social media exclusive of all other mobile Web content.

With 12.1 million users in Western Europe, France, Germany, Italy, Spain and the U.K., mobile social networking is a rapidly-expanding category that grew 152 percent from November 2007 to November 2008. The U.K. has the highest penetration of mobile social networking, at 9 percent, nearly triple that of Germany, where the activity is the least popular.

<http://www.comscore.com/press/release.asp?press=2708> [HTML format, various paging]

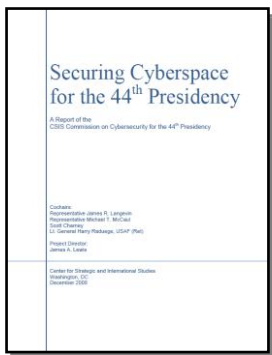


INNOVATION AND CYBERSECURITY REGULATION. James A. Lewis. A Commentary. Center for Strategic and International Studies, March 2009

Digital networks form the backbone of our economy, but they are easily and illegally accessed by our foreign competitors and opponents. The primary damage to U.S. national security and economic strength from poor cybersecurity comes from the theft of intellectual property and the loss of advanced commercial and military technology to foreign competitors. A failure to secure America's

information infrastructure weakens the United States and makes our competitors stronger. Weak cybersecurity means that when we innovate, our competitors share the benefits of our investments at no cost, while freeing up their own resources for innovation in other areas. One national goal should be to enable innovation. The United States will benefit from positioning itself to remain a leader in creating new services and technologies. This requires making the larger business climate amenable to change and enabling entrepreneurs and innovators to make new goods and services.

http://www.csis.org/media/csis/pubs/090327_lewis_innovation_cybersecurity.pdf

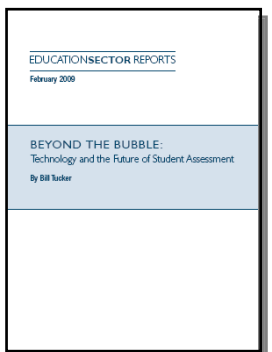


SECURING CYBERSPACE FOR THE 44TH PRESIDENCY. Center for Strategic and International Studies, December 8, 2008

The CSIS Commission on Cybersecurity for the 44th Presidency has released its final report, "Securing Cyberspace for the 44th Presidency." The Commission's three major findings are: Cybersecurity is now one of the major national security problems facing the United States; Decisions and actions must respect American values related to privacy and civil liberties; and Only a comprehensive national security strategy that embraces both the domestic and

international aspects of cybersecurity will improve the situation.

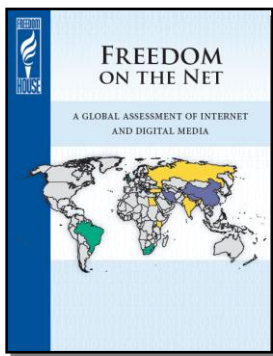
http://www.csis.org/media/csis/pubs/081208_securingcyberspace_44.pdf



BEYOND THE BUBBLE: TECHNOLOGY AND THE FUTURE OF STUDENT ASSESSMENT. Education Sector. Bill Tucker. February 2009. 09AD673

Students today are growing up in a world overflowing with a variety of high-tech tools, from computers and video games to increasingly sophisticated mobile devices. But there's one day a year when laptops power down and students' mobile computing devices fall silent, a testing day. Since the IBM Type 805 Test Scoring Machine first hit the market in 1938, fill-in-the-bubble test score sheets and scanners have remained the dominant technologies used in local, state, and national assessments. They rely heavily on multiple-choice question types and measure only a portion of the skills and knowledge outlined in state educational standards. They do not align well with what we know about how students learn.

http://www.educationsector.org/usr_doc/Beyond_the_Bubble.pdf [PDF format, 19 pages]



FREEDOM ON THE NET: A GLOBAL ASSESSMENT OF INTERNET AND DIGITAL MEDIA. Freedom House, March 30, 2009

As internet and mobile phone use explodes worldwide, governments are adopting new and multiple means for controlling these technologies that go far beyond technical filtering. Freedom on the Net provides a comprehensive look at these emerging tactics, raising concern over trends such as the "outsourcing of censorship" to private companies, the use of surveillance and the manipulation of online

conversations by undercover agents. The study covers both repressive countries such as China and Iran and democratic ones such as India and the United Kingdom, finding some degree of internet censorship and control in all 15 nations studied.

http://www.freedomhouse.org/uploads/specialreports/NetFreedom2009/FreedomOnTheNet_FullReport.pdf

CONTENT-CENTERED COLLABORATION SPACES IN THE CLOUD. Hewlett-Packard Labs. February 6, 2009. 09AD576

The report shares a vision for a new approach to content-centered collaboration. Emphasizing communication, collaborative work and community, it envisions a cloud-based platform that inverts the traditional application-content relationship by placing content rather than applications at the center, enabling users to rapidly build customized solutions around their content items.

<http://www.hpl.hp.com/techreports/2009/HPL-2009-11.pdf> [PDF format, 16 pages]



THE NEED FOR SPEED: THE IMPORTANCE OF NEXT-GENERATION BROADBAND NETWORKS. A Report. Rob Atkinson, Stephen Ezell, Daniel Castro and George Ou. Information Technology and Innovation Foundation. March 05, 2009

In this report, ITIF argues that supporting the deployment of faster broadband networks will be crucial to enabling next-generation Web-based applications and services that will play important roles in improving quality of life and boosting economic growth. While

getting broadband service to the Americans who lack it is an important policy target, next-generation broadband will deliver a wave of new benefits to consumers, society, businesses, and the economy.

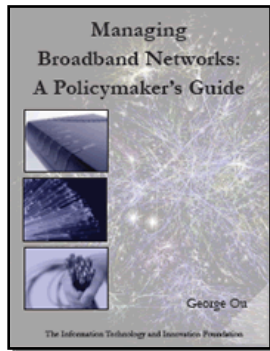
<http://www.itif.org/files/2009-needforspeed.pdf>

EXECUTIVE SUMMARY: IMPROVING QUALITY OF LIFE THROUGH TELECOMMUTING. Information Technology & Innovation Foundation. Wendell Cox. January 20, 2009. 09AD434

The report shows that the number of jobs filled by telecommuters could grow nearly four-fold to 19 million and deliver substantial economic, environmental and quality of life benefits for the United States over the next 12 years. Spurred by advances in IT, especially the spread of broadband, telecommuting is already the fastest growing mode of getting from home to work.

The report calls for government to pursue policies to accelerate and maximize telecommuting, including spurring the deployment and adoption of broadband, which is an essential facilitator of telecommuting.

<http://www.itif.org/files/Telecommuting.pdf> [PDF format, 24 pages]



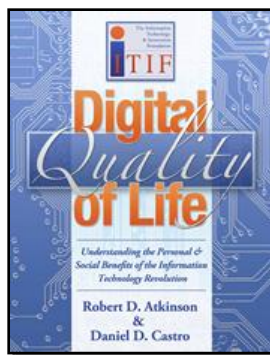
A POLICYMAKER'S GUIDE TO NETWORK MANAGEMENT. SPECIAL REPORT. George Ou. Information Technology & Innovation Foundation, December 11, 2008

ITIF Senior Analyst George Ou explains how advanced networks actually work and documents how, if ISPs are to provide customers a good Internet service and operate their networks efficiently, they must be able to allocate bandwidth between users and apply network management tools to shape traffic from multiple applications.

However, Ou argues that ISPs can and should do this in a fair and

non-discriminatory manner.

http://www.itif.org/files/Network_Management.pdf



DIGITAL QUALITY OF LIFE: UNDERSTANDING THE PERSONAL & SOCIAL BENEFITS OF THE INFORMATION TECHNOLOGY REVOLUTION. Information Technology and Innovation Foundation. Robert D. Atkinson and Daniel D. Castro. Web posted October 11, 2008. 09AD043

The report documents how IT, since the mid-1990s, has been the principal driver of increased economic growth not only in the United States but also in many other nations. Information technology is also at the core of dramatic improvements in the quality of life for individuals around the world. The report shows how IT is the key

enabler of many of today's key innovations and improvements in our lives and society, from better education and health care, to a cleaner and more energy-efficient environment, to safer and more secure communities and nations.

<http://www.itif.org/files/DQOL.pdf> [PDF format, 185 pages]



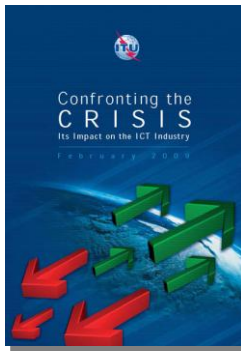
DIGITAL MUSIC REPORT 2009. International Federation of Phonographic Industries. John Kennedy. January 2009. 09AD449

The music industry has transformed its business models, offering consumers an increasing range of new services with leading technology partners. However, generating value in an environment where 95 per cent of music downloads are illegal and unpaid for is still the biggest challenge for music companies and their commercial partners. The digital music business internationally saw a sixth year of expansion in 2008, growing by an estimated 25 per cent to US\$3.7 billion in trade

value.

<http://www.ifpi.org/content/library/DMR2009.pdf> [PDF format, 32 pages]

<http://www.ifpi.org/content/library/DMR2009-key-statistics.pdf> Key Statistics [PDF format, 2 pages]

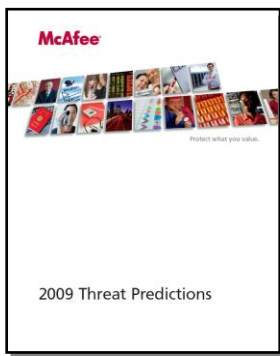


CONFRONTING THE CRISIS: ITS IMPACT ON THE ICT INDUSTRY. International Telecommunications Union. February 2009. 09AD577

The report, drawing on analysis from leading industry experts and international institutions, considers how the industry can position itself for recovery in the future. Firms' ability to weather the economic storm will depend on their ability to invest for the future and explore new opportunities to benefit from the eventual upturn. For an industry founded on innovation, the current turmoil will create openings for nascent ICT companies. ITU Secretary-General Hamadoun Touré, speaking in Barcelona, said that innovation is the key to recovery.

http://www.itu.int/osg/csd/emerging_trends/crisis/index.html

[HTML format, various paging]



2009 THREAT PREDICTIONS. McAfee. January 2009. 09AD446

According to the report, the exploitation of the financial crisis to scam users with fake financial transactions services, fake investment firms, and fake legal services continues. The report examines the accuracy of last year's predictions and provides new insight as to where computer security threats are headed this year.

http://www.mcafee.com/us/local_content/reports/2009_threat_predictions_report.pdf

[PDF format, 10 pages]



COMPUTER VIRUSES AND OTHER MALICIOUS SOFTWARE: A THREAT TO THE INTERNET ECONOMY. OECD, March 2009

Spurred by the prevalence of always-on, high-speed connections, the Internet has become a powerful tool for enhancing innovation and productivity. The increasing dependence on the Internet and other communication networks, however, means the Internet has also become a popular and efficient way to spread computer viruses and other types of malicious software (malware).

"Viruses", "worms" and "zombies" might sound like science fiction, but they are in fact the reality presented by the spread of malware. The power and threat of malware are that it can infiltrate, manipulate or damage individual computers, as well as entire electronic information networks, without users knowing anything is amiss. All of this has brought the electronic world to an important juncture. This book is a first step toward addressing the threat of malware in a comprehensive, global manner.

http://www.oecd.org/document/16/0,3343,en_2649_34223_42276816_1_1_1_37441,00.html

THE INFLUENCE OF MARKET DEVELOPMENT AND POLICIES ON TELE-COMMUNICATION INVESTMENT. OECD, 23-Jan-2009

Players in communication markets are no longer the traditional alternative operators providing voice services, but a range of service providers including Internet Service Providers and cable television service providers who provide VoIP services and broadband

access. This paper assembles some evidence on developments in investment by incumbent and alternative telecommunications operators during the period 2000-2005.

<http://www.oecd.org/dataoecd/34/36/42037713.pdf>



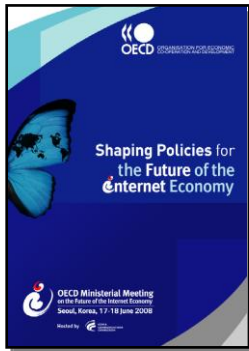
OECD INFORMATION TECHNOLOGY OUTLOOK 2008. Organisation for Economic Co-operation and Development. December 23, 2008. 09AD337

The economic downturn will hit the Internet economy hard in 2009, according to the OECD estimates. The Outlook says that the IT industry is likely to have grown by 4% at most in 2008 compared to the previous year. But with the outlook for the global economy worsening and business and consumer confidence plummeting, growth will remain flat or decline in 2009. Some sectors are expected to weather the storm better than others. Spending on software and IT services,

including outsourcing, by governments and business is likely to continue. However, major corporate customers in sectors hard hit by the downturn, such as banking, insurance and retail, are cutting back spending plans in 2009.

<http://browse.oecdbookshop.org/oecd/pdfs/browseit/9308041E.PDF>

[PDF format, 350 pages]



SHAPING POLICIES FOR THE FUTURE OF THE INTERNET ECONOMY. Organisation for Economic Co-Operation and Development. June 2008. 08AD844

The aim of the OECD Ministerial is to promote the Internet economy, a concept inclusive of the full range of economic, social and cultural activities supported by the Internet and related information and communication technologies. The report provides policy directions and guidance in 20 areas aimed at facilitating convergence, stimulating creativity, strengthening confidence, and expanding the opportunities for global economic, social and cultural development. It integrates work

from five OECD Committees responsible for information and communication technologies, consumer policy, education, public governance, health and development.

<http://www.oecd.org/dataoecd/1/29/40821707.pdf> [PDF format, 39 pages]



THE "NEW" TUBE: A CONTENT ANALYSIS OF YOUTUBE – THE MOST POPULAR ONLINE VIDEO DESTINATION. Parents Television Council. Web posted on January 8, 2009. 09AD410

Children are consuming more and more of their video entertainment outside the traditional confines of a television set. While most parents might not be surprised to learn that search terms employing words like "sex" and "porn" are likely to yield YouTube video content containing graphic sexual themes and portrayals, most would be stunned to know that seemingly "innocent" search terms are also likely to generate profane material.

<http://www.parentstv.org/PTC/publications/reports/YouTube/NewTube.pdf>

THE MOBILE DIFFERENCE. Pew Internet & American Life Project. March 26, 2009. 09AD821

Some 39% of Americans have positive and improving attitudes about their mobile communication devices, which in turn draws them further into engagement with digital resources, on both wireless and wire line platforms, according to the study. Mobile connectivity is now a powerful differentiator among technology users. Those who plug into the information and communications world while on-the-go are notably more active in many facets of digital life than those who use wires to jack into the internet and the 14% of Americans who are off the grid entirely.

<http://www.pewinternet.org/Reports/2009/5-The-Mobile-Difference--Typology/1-Summary-of-Findings/Overview.aspx?r=1> [HTML format with links to full text].

TWITTERPATED: MOBILE AMERICANS INCREASINGLY TAKE TO TWEETING. Amanda Lenhart, Senior Research Specialist, Susannah Fox, Associate Director, Pew Internet & American Life Project, February 12, 2009

In the past three years, developments in social networking and internet applications have begun providing internet users with more opportunities for sharing short updates about themselves, their lives, and their whereabouts online. Users may post messages about their status, their moods, their location and other tidbits on social networks and blogging sites, or on applications for sending out short messages to networks of friends like Twitter, Yammer and others.

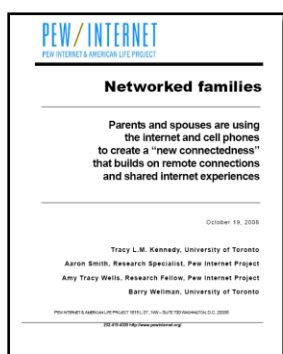
As of December 2008, 11% of online American adults said they used a service like Twitter or another service that allowed them to share updates about themselves or to see the updates of others.

<http://pewresearch.org/pubs/1117/twitter-tweet-users-demographics>

OBAMA'S ONLINE OPPORTUNITIES II: IF YOU BUILD IT, WILL THEY LOG ON? Pew Internet & American Life Project. January 2009. 09AD438

Investment in broadband has become part of the broader discussion about President Obama's economic stimulus package. Even though the size of the stimulus and the share that might be devoted to broadband are still unspecified, it seems likely that the new Administration will take steps to encourage investment in broadband infrastructure.

http://www.pewinternet.org/pdfs/PIP_Broadband%20Barriers.pdf [PDF format, 3 pages].



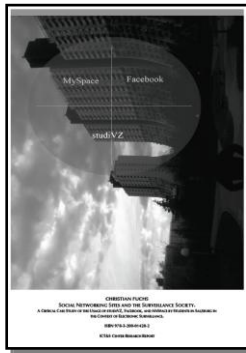
NETWORKED FAMILIES: PARENTS AND SPOUSES ARE USING THE INTERNET AND CELL PHONES TO CREATE A "NEW CONNECTEDNESS" THAT BUILDS ON REMOTE CONNECTIONS AND SHARED INTERNET EXPERIENCES. Pew Internet & American Life Project. Tracey L. M. Kennedy et al. October 19, 2008. 09AD078

American families are using a wide range of communication media to keep in contact with each other. Married couples with minor children stand out because they have higher rates of internet and cell phone usage, computer ownership and broadband adoption than other household configuration. For

today's married-with-children households, ownership of multiple gadgets and communication tools is a standard feature of life. For example, 89% of married-with-children households own multiple cell phones, and nearly half (47%) own three or more mobile devices. Children in these households are somewhat less likely to own a cell phone than they are to go online: 57% of these children (aged 7-17) have their own cell phone.

<http://pewinternet.org/Reports/2008/Networked-Families.aspx>

http://pewinternet.org/pdfs/PIP_Networked_Family.pdf [PDF format, 44 pages].



SOCIAL NETWORKING SITES AND THE SURVEILLANCE SOCIETY: A CRITICAL STUDY OF THE USAGE OF STUDIVZ, FACEBOOK, AND MYSPACE BY STUDENTS IN SALZBURG IN THE CONTEXT OF ELECTRONIC SURVEILLANCE. University of Salzburg. Christian Fuchs. Web posted February 2009. 09AD631

Among the 674 students who participated in the study, 88.3% of the respondents use studivZ, 39.5% Facebook, 15.9% MySpace, 9.0% Xing, 7.4% Lokalisten. Each of 61 other social networking sites (SNS) is used by less than 1%. Fuchs says, "There are indications for a strong economic concentration in the area of social networking sites." Further, she adds, "Students are very aware of the massive collection of personal data on these platforms. They use them nonetheless because of the expected communicative advantages. This does not mean that they are incautious, but that there is a structural lack of alternative platforms. Non-commercial, non-profit SNS do not have to evaluate data for personalized advertisements, therefore the probability of surveillance and data abuse decreases. But such platforms are currently hardly existent or completely unknown."

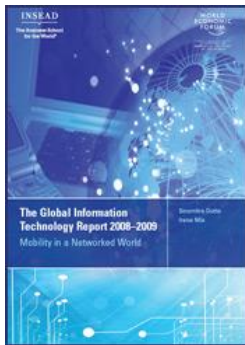
http://fuchs.icts.sbg.ac.at/SNS_Surveillance_Fuchs.pdf [PDF format, 145 pages]



INTERNATIONAL GOOD PRACTICE FOR ESTABLISHMENT OF SUSTAINABLE IT PARKS; Review of experiences in select countries (Vietnam, Russia, and Jordan). World Bank Group and InfoDev, June 2008

In many countries Information Technology (IT) Parks, which are also referred to as Techno Parks, Cyber Parks and Science Parks, have been established to facilitate the development of IT industries that foster new business development and technological innovation by leveraging synergies within a cluster environment. Given the potential complexity of these projects and scope of required investments, the growing interest of governments in developing and transition economies in designing and promoting such projects, and their needs for policy advice and financial support from the donor community, there is a pressing need for a synthesis of best practices and lessons learned both from success and failure. To address this need, infoDev, in cooperation with the World Bank Group, commissioned a global best practice study on IT Parks. The study identifies five countries, from which a total of six IT Parks were selected to get a representative sample covering both (i) successful and not-so-successful IT parks, and (ii) IT goods as well as IT and BPO (Business Process Outsourcing) services.

<http://www.infodev.org/en/Publication.557.html>

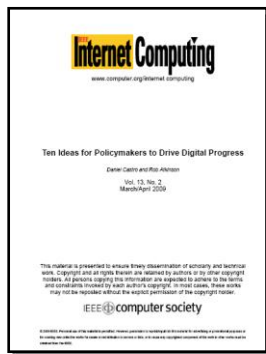


THE GLOBAL INFORMATION TECHNOLOGY REPORT 2008-2009; Mobility in a Networked World. World Economic Forum & INSEAD, 2009

Denmark and Sweden once again lead the rankings of The Global Information Technology Report 2008-2009, released for the eighth consecutive year by the World Economic Forum. The United States follows suit, up one position from last year, thus confirming its pre-eminence in networked readiness in the current times of economic slowdown. Singapore (4), Switzerland (5) and the other Nordic countries together with the Netherlands and Canada complete the top 10. The Report underlines that good education fundamentals and high levels of technological readiness and innovation are essential engines of growth needed to overcome the current economic crisis. Under the theme “Mobility in a Networked World”, this year’s Report places a particular focus on the relationship and interrelations between mobility and ICT.

<http://www.insead.edu/v1/gitr/wef/main/fullreport/index.html>

ARTICLES FROM U.S. JOURNALS



TEN IDEAS FOR POLICYMAKERS TO DRIVE DIGITAL PROGRESS. By Daniel Castro and Rob Atkinson. *IEEE Internet Computing*, Vol. 13, No. 2. March/April 2009

Innovators continue to find new ways to use information technology (IT) to make our lives better. Looking forward, IT will continue to be a critical component of solutions to many social challenges. But policymakers must create the right environment for technological progress. This article in the March/April 2009 edition of IEEE Internet Computing offers 10 guiding principles for creating technology policy that spurs and sustains digital progress.

<http://www.itif.org/files/IC-TenIdeas.pdf>

NIFTY CLICKS: BugMeNot, CoolIris, File Zipping, SpySweeper. By Andrew Lock, March 30, 2009

‘I’m always on the lookout for useful Web sites, tools, software and products that benefit you. My friends have come to rely upon me as their trusted secret source for the latest and greatest productivity tools and resources. Without further ado, here are this week’s gems for you.’

Andrew Lock is a self-described maverick marketer and the creator and host of Help! My Business Sucks, a free, weekly Web TV show full of practical marketing tips, advice and resources to help small businesses "get more done and have more fun."

<http://www.smallbusinesscomputing.com/biztools/article.php/3812711>

AGENCIES STRUGGLING TO MAKE CONNECTIONS ONLINE. Herbert, David. *National Journal*, February 2, 2009 AA09042

Summary: President Obama wants government agencies to be more transparent and communicate more with their audiences online. Many agencies have been using social-networking media long before Obama's directives, but with little success, the author says. Bureaucratic inefficiency and outdated and inflexible laws are partially to blame, Herbert writes, but "the biggest problem facing most agencies isn't the trap of outdated regulations but the failure to attract an audience." The article examines how web managers need to think about how to use Web 2.0 tools, not just to use them for the sake of using them. It also examines how the successful government social networking sites are the ones that allow an open discussion. Currently available online at http://www.nationaljournal.com/njonline/no_20090126_4207.php

'FATHER OF THE INTERNET' SEEKS EXPANSIVE ROLE FOR CTO. Poulson, Theresa. *National Journal*, December 22, 2008 AA09027

Summary: Poulson interviews Google Vice President Vinton Cerf about what he envisions a chief technology officer (CTO) could do in the Obama administration. Obama has said he would create this position, the first for a presidential administration, but little specifics are available about what this person would do. Cerf said that while "it's not an easy job to define" he thinks there are a lot of ways a CTO could not only improve American technology but contribute to improving the American economy by creating jobs through investments in infrastructure. Cerf said a CTO could reinvigorate broadband infrastructure, improve cyber security and explore how information technology can improve energy efficiency. Currently available online at http://www.nationaljournal.com/njonline/ii_20081222_1389.php

ARAB MEDIA: THE WEB 2.0 REVOLUTION. Nelson, Anne. *Carnegie Reporter*, vol. 5, no. 1, Fall 2008, pp. 12-23 AA09026

The author, a noted media scholar who consults for a number of major foundations on international media issues, notes that the Internet, cell phones, and other new media are revolutionizing communications in Arab societies. Digital technology is bringing rapid change to Arab nations, and the effects will be felt far beyond regional borders. Nelson notes that the new media revolution is unfolding in a region in which other forms of expression have long been suppressed. In Egypt, for instance, most of the national news outlets are state-dominated, with political coverage that is almost identical to government press releases. Now, some 6 million Egyptians have Internet access and 70 percent of the country's 78 million people have access to satellite television. Cell phones are ubiquitous, and now come equipped with Facebook as a menu option. A large percentage of Egypt's online community are young people, who are active on social networking sites such as YouTube, Facebook, and its Google parallel, Orkut. So far, much of the U.S. government response to the phenomenon of the Internet in the Arab world has focused on its implications for terrorism and counter-insurgency. In the U.S. and Western Europe, "legacy infrastructure" has slowed the pace of innovations such as cell phones and high-speed Internet. Arab countries, however, are starting from scratch, which makes them high-tech playgrounds for innovation. Flat-screen TVs abound, and Al-Jazeera International was launched as the world's first broadcaster with all-HDTV infrastructure. Available online at <http://www.carnegie.org/reporter/17/amedia2/index.html>

WHY I BLOG. Sullivan, Andrew. *Atlantic Monthly*, November, 2008 AA09007

Summary: Sullivan describes the evolution of his blogging, which he began in 2000. He describes not knowing what to write about at first, but eventually discovering that writing a blog was similar to writing an e-mail. "You end up writing about yourself, since you are a relatively fixed point in this constant interaction with the ideas and facts of the exterior world. And in this sense, the historic form closest to blogs is the diary. But with this difference: a diary is almost always a private matter," Sullivan writes. He describes blogs as a publication with a deadline at all times. "There is a vividness to this immediacy that cannot be rivaled by print," he says. Sullivan says he was quickly hooked on blogging because its unfiltered process was "liberating," but it also came with more direct criticism from readers. But the readers also become news sources, changing the way reporting works. Sullivan's article outlines the many challenges he has faced and lessons he has learned from this new medium. Currently available online at

<http://www.theatlantic.com/doc/200811/andrew-sullivan-why-i-blog>

SURFACE ROUTINES: HOW WE READ ON THE WEB. Meyer, Michael. *Columbia Journalism Review* vol. 47, no. 4, November/December 2008 AA08401

Summary: People's limitations when faced with the huge volume of information on the Internet, coupled with their compulsion to know what is there, is changing the way people read printed and online material. In-depth reading is often replaced by skimming greater quantities of content. Studies, such as that by Jakob Nielsen, show that people read much less in their pursuit of relevant information. Although some fear a negative impact on introspective literacy, evidence from a 2007 Poynter Institute EyeTrack study indicates readers online read substantially more text than those devoted to print, and were drawn by text rather than photos. The author concludes that while the Web may influence behavior, it merely highlights cultural inadequacies already present in social and educational institutions. Currently available online at http://www.cjr.org/feature/surface_routines.php

WEB SCIENCE: STUDYING THE INTERNET TO PROTECT OUR FUTURE. Shadbolt, Nigel; Berners-Lee, Tim. *Scientific American*, September 2008 AA08343

Summary: Studying the Web will reveal better ways to exploit information, prevent identity theft, revolutionize industry and manage our ever-growing online lives. The relentless rise in Web pages and links is creating emergent properties -- from social networking to virtual identity theft -- that are transforming society. A new discipline, Web science, aims to discover how Web traits arise and how they can be harnessed or held in check to benefit society. Important advances are beginning to be made; more work can solve major issues such as securing privacy and conveying trust. Currently available online at <http://www.sciam.com/article.cfm?id=web-science>

E-GOVERNMENT & E-COMMERCE

GOVERNMENT DOCUMENTS

PROHIBITION ON FUNDING OF UNLAWFUL INTERNET GAMBLING AGENCIES. Board of Governors of the Federal Reserve System and Departmental Offices, Department of the Treasury. Web posted November 12, 2008. 09AD215

The Department of the Treasury and the Federal Reserve Board release a joint final rule to implement the Unlawful Internet Gambling Enforcement Act of 2006. The Act prohibits gambling businesses from knowingly accepting payments in connection with unlawful Internet gambling, including payments made through credit cards, electronic funds transfers, and checks.

<http://www.treas.gov/press/releases/reports/unlawfuinternetgambling11.12.08.pdf>
[PDF format, 121 pages].

FTC SHUTS DOWN, FREEZES ASSETS OF VAST INTERNATIONAL SPAM E-MAIL NETWORK. Federal Trade Commission. Web posted October 15, 2008. 09AD062

A U.S. district court has ordered a halt to the operations of a vast international spam network that peddled prescription drugs and other bogus products. The network has been identified as the largest “spam gang” in the world by the anti-spam organization Spamhaus. The Federal Trade Commission has received more than three million complaints about spam messages connected to this operation, and estimates that it may be responsible for sending billions of illegal spam messages.

<http://www.ftc.gov/opa/2008/10/herbalkings.shtm> [HTML format, various paging].

THINK TANKS AND INTERNATIONAL ORGANIZATIONS



E-GOVERNMENT READINESS KNOWLEDGE BASE (UNKB), March 16, 2009

The United Nations E-Government Readiness Knowledge Base (UNKB) is a benchmarking tool that provides a comparative assessment for monitoring progress of a country's e-government readiness from 2003 to 2005. As such it provides an interactive snapshot picture of a country's e-government readiness in the world. The primary source of data for the Knowledge Base comes from the United Nations Global E-Readiness Reports and Survey. This section of the Knowledge Base contains an introduction to the UN mission as it relates to e-government and also provides the UNKB E-Government Framework, which establishes the foundation for the UN Department of Economic and Social Affairs (UNDESA) efforts. The Knowledge Base was created by the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA) to provide governments and all members of civil society easy access to this valuable information for research, education and planning purposes.

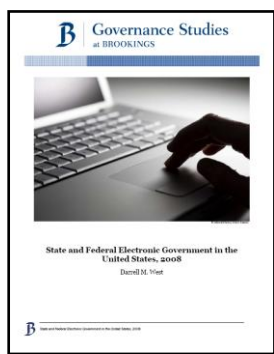
<http://www2.unpan.org/egovkb/index.aspx>

THREE CASE STUDIES FROM SWITZERLAND: SMARTVOTE, ELECTRONIC VOTING, AND POLITICAL COMMUNICATION. Urs Gasser, James Thurman, Jan Gerlach, Richard Stauber. Internet & Democracy project at Berkman Center for Internet & Society in association with the Research Center for Information Law at the University of St. Gallen in Switzerland, March 31, 2009

From the Executive Summary: The phenomenon of electronic government (e-government), and electronic democracy (e-democracy) more specifically, is a relatively new subject of study. However, with the globalization of Internet use, the deployment of technology to improve democracy has rapidly gained worldwide attention. While scholarly analysis of recent and potential developments in this area covers a diverse range of subjects, we have organized the case studies presented here around three specific examples within the Swiss context that, in turn, map roughly onto three distinct stages of the democratic process:
http://cyber.law.harvard.edu/publications/2009/Switzerland_case_studies

THE OBAMA ERA AND THE DIGITAL WHITE HOUSE. Darrell M. West, Vice President and Director, Governance Studies; Lee Raines, Director, Pew Internet and American Life Project; Andrew Rasiej, Founder, Personal Democracy Forum; Co-Founder, techPresident.com. The Kojo Nnamdi Show, January 13, 2009

Darrell West joined Lee Rainie and Andrew Rasiej on The Kojo Nnamdi Show to discuss the future of e-government and how the relationship between voters & elected officials may change
http://www.brookings.edu/interviews/2009/0113_digital_west.aspx?p=1

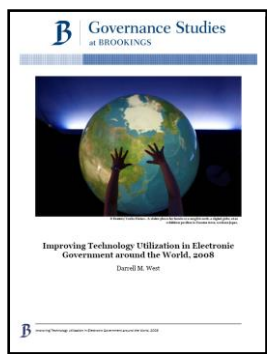


STATE AND FEDERAL ELECTRONIC GOVERNMENT IN THE UNITED STATES, 2008. Darrell M. West, Vice President and Director, Governance Studies. The Brookings Institution, August 26, 2008

This report assesses the nature of American state and federal electronic government in 2008 by examining whether e-government effectively capitalizes on the interactive features available on the World Wide Web to improve service delivery and public outreach.

Although considerable progress has been made over the past decade, e-government has fallen short of its potential to transform public-sector operations. This report closes by suggesting how public officials can take maximum advantage of technology to improve government performance.

http://www.brookings.edu/~media/Files/rc/reports/2008/0826_egovernment_west/0826_egovernment_west.pdf

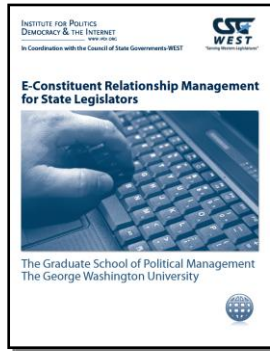


IMPROVING TECHNOLOGY UTILIZATION IN ELECTRONIC GOVERNMENT AROUND THE WORLD, 2008. Brookings Institution. Darrell M. West. August 17, 2008. 08AD977

Electronic government offers the promise of utilizing technology to improve public sector performance as well as employing new advances for democracy itself. Unlike traditional bricks and mortar agencies, digital delivery systems are non-hierarchical, non-linear, interactive and available 24 hours a day, seven days a week. The non-hierarchical character of Internet delivery permits people to look for information at their own

convenience. Digital government has the potential to transform governmental efficiency, transparency, citizen trust and political participation in transitional democracies.

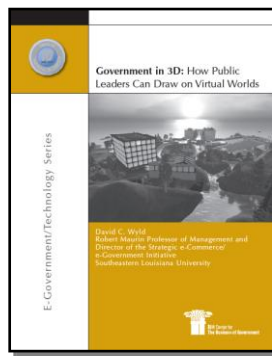
http://www.brookings.edu/~media/Files/rc/reports/2008/0817_egovernment_west/0817_egovernment_west.pdf



E-CONSTITUENT RELATIONSHIP MODELS FOR STATE LEGISLATORS. Ed. Julie Barko. Institute for Politics, Democracy & The Internet, June 2008

This white paper is about something called Constituent Relationship Management (CRM), developing a constituent- focused philosophy in state legislatures that helps elected officials use technology to manage constituent correspondence and requests in a responsive, efficient, and effective way.

http://www.ipdi.org/uploadedfiles/CRM_June17.pdf



GOVERNMENT IN 3D: HOW PUBLIC LEADERS CAN DRAW ON VIRTUAL WORLDS. David C. Wyld. IBM Center for the Business of Government. November 15, 2008. 09AD169

The report shows an example of how Web 2.0's "teen toys" have become a serious work tool. It explores how cutting-edge government organizations are using 3-dimensional virtual worlds on the Internet to conduct training, recruit new employees, and educate the public. It also provides a guide to how virtual worlds have become a fast-growing social phenomenon that believe that, by the end of 2011, fully 80 percent of all active internet users will be participating in 3-D virtual worlds.

<http://www.businessofgovernment.org/pdfs/Wyld3dReport.pdf>

ONLINE IDENTITY THEFT. OECD, March 2009

The growth of Internet and e-commerce has taken ID theft to new levels. Using widely available Internet tools, thieves trick unsuspecting computer users into providing personal data, which they then use for illicit purposes. The potential for fraud is a major hurdle in the evolution and growth of online commerce. E-payment and e-banking services -- the focus of this book -- suffer substantially from public mistrust. Given the growth of online ID theft, many OECD member countries have taken steps to ensure that consumers and Internet users are adequately protected. These steps encompass various measures: consumer and user-awareness campaigns, new legislative frameworks, private-public partnerships, and industry-led initiatives focused on technical responses.

http://www.oecd.org/document/44/0,3343,en_2649_34223_42420716_1_1_1_37441,00.html



EMERGING E-GOVERNMENT THEMES IN THE OBAMA ADMINISTRATION. World Bank Governance Blog, Mon, 11/17/2008 - 18:07.

President Elect Barack Obama and his transition team have already started to stake out a position on e-government in particular. Although it remains to see how this will actually play out, it is interesting to see the emerging themes related to e-government in the Obama

administration. So far, these appear to be transparency and connectedness, network neutrality, information sharing, infrastructure, safety networks, health and strategy.
<http://governanceblog.worldbank.org/emerging-e-government-themes-obama-administration>

ARTICLES FROM U.S. JOURNALS

FACEBOOK TIPS: HOW TO USE THE NEW BUSINESS PAGE LAYOUT. By Vangie Beal. *ECommerce-Guide.com*, March 25, 2009

As you know, Facebook can be an invaluable source of marketing for your e-commerce business. However, keeping up with the ever-evolving social bookmarking service is a challenge. Since we covered Facebook Marketing and Business Pages in our How-To Guide back in February (see below), Facebook has rolled out changes to Business Pages that directly influence how you use them and how your fans can interact with you on Facebook. To help you adjust, we take an in-depth look at recent changes made to Business Pages. Plus, we offer tips on how to use new features, such as status updates and Wall feeds to better connect with your Facebook fans.

<http://www.ecommerce-guide.com/solutions/advertising/article.php/3812101>

HOW-TO GUIDE: E-COMMERCE MARKETING ON FACEBOOK. By Vangie Beal. *ECommerce-Guide.com*, February 5, 2009

Social networking site, Facebook, is used by more than 150 million people to share personal information with friends online. The site celebrated its fifth-year anniversary yesterday and is continuing to attract members with demographics that could serve e-tailers well in terms of extending market reach and increasing branding.

<http://www.ecommerce-guide.com/article.php/3800976>

THE NEXT WAVE OF E-GOVERNMENT. Daniel Castro and Robert Atkinson. *StateTech*, February 2, 2009

The first two waves of the IT revolution offered state and local IT leaders amazing opportunities to make government more efficient, improve services and increase transparency. Today, an emerging third wave is making it possible for governments to solve pressing public problems in fundamentally new ways.

<http://statetechmag.com/events/updates/the-next-wave-of-e-government.html>

View this document:

http://kyiv.usembassy.gov/files/irc_infotech_042009.pdf

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http://kyiv.usembassy.gov/irc_subscr_form_ukr.html (Українською)

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